

## Texas Tech University Health Sciences Center El Paso HIPAA Privacy Procedure

<b>Policy:</b> Right to Restrict Insurer When Paid in Full (Electronic Medical Record (Athena Flow))	<b>Policy #:</b> HPP 7.1(a)
<b>Effective Date:</b> July 6, 2016	<b>Last Revision Date:</b> November 18, 2025
<b>References:</b> <a href="https://www.hhs.gov/ocr/index.html">https://www.hhs.gov/ocr/index.html</a>	
<b>TTUHSC EL Paso HIPAA Privacy and Security Website:</b> <a href="https://my.ttuhscep.edu/elpaso/hipaa/">https://my.ttuhscep.edu/elpaso/hipaa/</a>	

### **Procedure Statement**

The purpose of this procedure is to assist Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) clinic personnel on how to handle patients request that TTUHSC El Paso not disclose their protected health information (PHI) to their health plans or other third party insurance carriers.

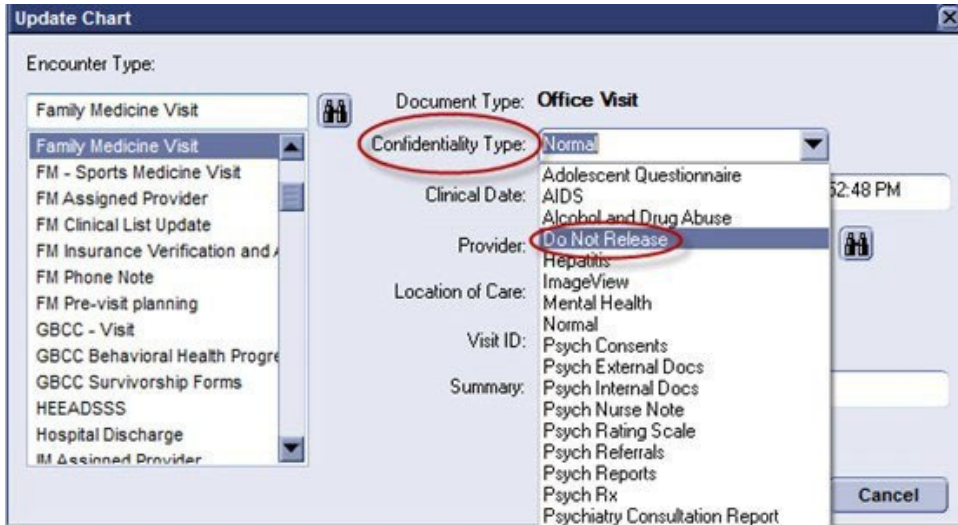
### **Scope**

This policy applies to all health care clinical service areas owned and/or operated by TTUHSC El Paso.

### **Procedure**

1. Patient invokes their right to pay out of pocket in full, and not release their chart information or bill his/her insurance company.
2. Provide the patient with an explanation of his/her right not to release information found in the Patient Right to Restrict Protected Health Information to Health Plan memo and ask the patient to fill out “Request: Restriction disclosure to Health Plan” form.
3. Collect the payment of \$215.00 for new patient and \$175 for established patients.
4. Call the Office of Institutional Compliance at 215-4454 and ask to speak to the Privacy Officer. The compliance office will highlight the key points of patient rights. It will be very important to state that if the check is returned for insufficient funds, a letter will be sent revoking patient’s rights.
5. Make a copy of the signed form for the patient.
6. Scan into patient’s electronic medical record (EMR).
7. Front desk staff opens chart in EMR and starts the clinic office visit update.
8. In the “Confidentiality Type” field of the update chart window, select “Do Not Release”

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**Note: \*\*Designating the document with this confidentiality type will make the document only viewable by TTUHSC El Paso employees (no outside auditors), as well as a reminder for billing staff not to bill insurance or release documentation to insurance company.**

9. Continue with regular Athena Flow EMR workflow.

### Athena Flow EMR

Below is the screenshot of what the document looks like when Do Not Release is selected. The office visit summary states Ofc Visit (DNRel)

Problems			Medications			Alerts/Flags			Flowsheet			Orders			Documents		
		Date			Summary												
		01/14/2016 8:09 AM			Ofc Visit (DNRel); FM- New Patient Visit												
		01/13/2016 4:37 PM			Ofc Visit												

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10. Front desk staff opens patient chart in Athena IDX. Go to the patient services tab and click on “Appointment List”

**TEST,A**    MRN: E2308631    Prime Ph: 999-999-9999    FSC(List): 202,511,533,102,547,512    SELF PAY BAL: Grp: 3 \$ 442.00    C/A:  
 Select Patient ▾    DOB: 01/01/2001    Age: 22 Years    PCMH: DAVIS II MD,HARRY E    Spk Lang: ENGLISH  
 Sex: F    Spec Need: DEAF INTERPRETE    SSN:    Case: N

**Patient Services**

Name:

**Registration**

4800 ALBERTA  
EL PASO, TX 79901

Home: 999-999-9999  
Work:  
Email: bbujold@phreesia.com  
Ins: MEDICARE ADVANTAGE NON-CONTR  
Upd: 03/10/2023 By: PCARRAZC

Demographics  
Insurance  
Eligibility List  
Patient Inquiry

**Financials**

Current Stmt Balance  
SG3: 442.00

Financial Inquiry  
Case List  
Invoice List  
Patient Financials

**Appointments**

Last:

Next: 29100603  
MACIAS MD,ANGIE  
FM GENERAL CLINIC  
FAMILY MEDICINE KENWORTHY  
04/07/2023 09:40AM

**Appointment List**  
New Appointment

**Chart Tracking**

**Referrals**

Referral List

**Visits**    Visit List

Action Code:

11. Click on the Appointment time.

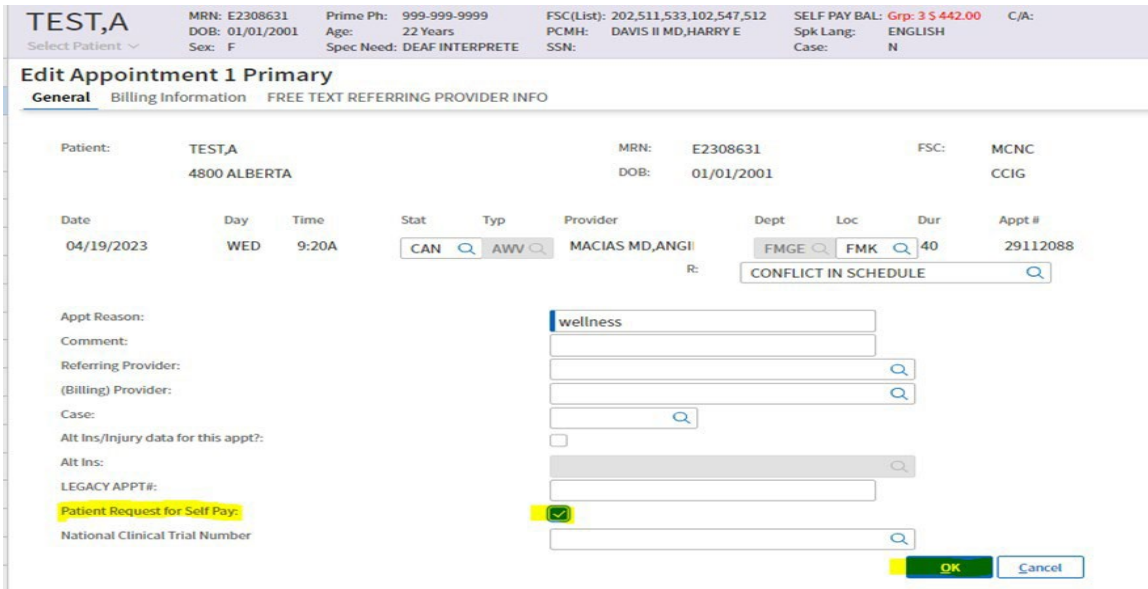
**TEST,A**    MRN: E2308631    Prime Ph: 999-999-9999    FSC(List): 202,511,533,102,547,512    SELF PAY BAL: Grp: 3 \$ 442.00    C/A:  
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 Sex: F    Spec Need: DEAF INTERPRETE    SSN:    Case: N

**Appointment List**

Attach	Day	Date	Time	Status	Type	Provider	ReasonForVis	Dept	Loc	Dur	Appt No.
<input type="checkbox"/> VS	WED	04/19/2023	09:20AM	CAN	AWW	MACIAS MD,ANGIE	wellness	FMGEN	FMK	40	29112088
<input type="checkbox"/> VS	FRI	04/07/2023	09:40AM	PEN	AWW	MACIAS MD,ANGIE	wellness	FMGEN	FMK	40	29100603
<input type="checkbox"/> VS	TUE	03/07/2023	10:00AM	CAN	AWW	ARAGON MD,LOREN...	wellness	FMFAC	FMK	40	29029091
<input type="checkbox"/> CRVS	THU	03/02/2023	10:00AM	CAN	NPA	DIAMOND MD,SHAWN	COSMETIC \$10 PER UNIT	SUPLA	SUA	20	29063744
<input type="checkbox"/> VS	WED	03/01/2023	08:00AM	PEN	GRP	TMP FM GROUP, VISIT	two	TMPFM	TM2	40	29116643
<input type="checkbox"/> RS	TUE	02/21/2023	09:40AM	CAN	NPA	DIAMOND MD,SHAWN	Cosmetic Botox/Filler	SUPLA	SUA	20	29062586
<input type="checkbox"/> VS	FRI	01/27/2023	11:00AM	CAN	WCC	MENDOZA DO,ALEXA...	wcc	FMGEN	FMK	20	29043232
<input type="checkbox"/> VS	WED	01/25/2023	02:20PM	CAN	EST	MOLOKWU MD,JENN...	f/u	FMFAC	FMK	20	29036872
<input type="checkbox"/> CVS	MON	01/23/2023	04:00PM	CAN	AWW	MOLOKWU MD,JENN...	test AWW	FMFAC	FMK	40	28977507
<input type="checkbox"/> VS	TUE	12/20/2022	09:15AM	CAN	WWE	NAIR MD,ANJANA R	TESTING	TMPOB	TM1	30	28978268
<input type="checkbox"/> RVS	FRI	12/09/2022	08:40AM	CAN	EST	WRIGHT MD,JUSTIN	F.U CON	FMSP	FMK	20	28953457
<input type="checkbox"/> S	MON	11/21/2022	09:40AM	CAN	NPA	PINEDA AGACNP-BC...	follow	NEURO	NEA	60	28841862
<input type="checkbox"/> VS	TUE	11/08/2022	09:00AM	CAN	INM	SCOTT FNP,CRYSTAL	testing	OBWHP	OAB	15	28897393
<input type="checkbox"/> VS	THU	10/13/2022	08:30AM	CAN	WAK	MAYORGA MD,MARIA	WALK IN FOR MAYORGA	FMGEN	FMK	30	28857895
<input type="checkbox"/> CVS	THU	09/08/2022	11:30AM	CAN	EST	SAEED MD,WAJEEHA	it test	IMGC	IMI	15	28788653
<input type="checkbox"/> CVS	TUE	09/06/2022	11:15AM	CAN	EST	SAEED MD,WAJEEHA	it test	IMGC	IMI	15	28782970
<input type="checkbox"/> CVS	FRI	09/02/2022	11:00AM	CAN	EST	VAZQUEZ MD,GERAR...	test	FMFAC	FMK	20	28763546

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12. Click on the “Patient Request for Self-Pay.” Charges linked to this appointment will be restricted from the insurance billing. Invoice to self-pay and FSC cannot be billed.



The screenshot shows a web-based appointment scheduling interface. At the top, there is a header for patient 'TEST,A' with various identifiers: MRN: E2308631, DOB: 01/01/2001, Sex: F, Prime Ph: 999-999-9999, Age: 22 Years, Spec Need: DEAF INTERPRETE, FSC(List): 202,511,533,102,547,512, PCMH: DAVIS II MD,HARRY E, SSN: [REDACTED], SELF PAY BAL: Grp: 3 \$ 442.00, C/A: [REDACTED], Spk Lang: ENGLISH, Case: N.

The main section is titled 'Edit Appointment 1 Primary' and has tabs for 'General', 'Billing Information', and 'FREE TEXT REFERRING PROVIDER INFO'. The 'General' tab is active, showing patient details: TEST,A, 4800 ALBERTA, MRN: E2308631, DOB: 01/01/2001, FSC: MCNC, CCIG. Appointment details include Date: 04/19/2023, Day: WED, Time: 9:20A, Stat: CAN, Typ: AWW, Provider: MACIAS MD,ANGI, Dept: FMGE, Loc: FMK, Dur: 40, Appt #: 29112088. A reason for the appointment is listed as 'CONFLICT IN SCHEDULE'. The 'Appt Reason' field contains 'wellness'. There are search fields for Referring Provider, (Billing) Provider, Case, Alt Ins/Injury data for this appt?, Alt Ins, LEGACY APPT#, and National Clinical Trial Number. The 'Patient Request for Self Pay' checkbox is checked. There are 'OK' and 'Cancel' buttons at the bottom right.

Knowledge of a violation or potential violation of this policy must be reported directly to the Institutional Privacy Officer or to the Fraud and Misconduct Hotline at (866) 294-9352 or [www.ethicspoint.com](http://www.ethicspoint.com) under Texas Tech University System.

### Frequency of Review

This policy will be reviewed on each odd-numbered (ONY) by the Institutional Privacy Officer, and the HIPAA Privacy and Security Committee, but may be amended or terminated at any time

Questions regarding this policy may be addressed to the Institutional Privacy Officer or the Institutional Compliance Officer.

**Review Date:** 11/4/2025

**Revision Date:** 5/17/2016, 7/16/2019, 7/20/2021, 11/18/2025